



**Lewisham Irish  
Community Centre**



**Government of Ireland  
Emigrant Support Programme**

An Roinn Gnóthai Eachtracha  
Department of Foreign Affairs

Generously supported by the Irish Government



# Adviser/Caseworker Application Pack

[lewishamirish.org.uk](http://lewishamirish.org.uk)

## About us

Established in 1992, Lewisham Irish Community Centre is an organisation with an enduring passion for transforming the lives of the people it works with. Primarily we have been focused on the needs of Irish, Irish descent and people from the Irish Traveller community. LICC enables people to build resilience, retain independent and fulfilled lives and access the right kind of support when required.

## Vision

A confident empowered Irish community

## Mission

An engaged Community Centre enriching lives by providing accessible services and facilities to the local community.

## Strategy

We will achieve our Vision by focusing on four key areas of delivery and growth

1. Welfare of The Irish Community
2. Keeping our Community Connected
3. Collaboration
4. Rebuilding and Sustainability

## Our Impact

We're committed to serving the local community, here's some of our impact over the past year

**170**

clients supported through our advice and support services

**111**

home visits made

**640**

meals delivered through Bia Project

**800**

volunteer hours delivered

**68**

local families supported through youth services

**103**

older individuals accessing weekly classes



## **Adviser / Caseworker**

<b>Job Title:</b>	Adviser/Caseworker - Outreach - Southwark, Lambeth and Lewisham
<b>Work base:</b>	Lewisham Irish Community Centre and Southwark Irish Pensioners Project.
<b>Hours:</b>	35 hours weekly
<b>Salary Scale:</b>	£30,000
<b>Reporting to:</b>	Head of Welfare (Lewisham) and Community Services Manager (Southwark)

The Advice Worker post contributes to the strategic aims of the Lewisham Irish Community Centre and Southwark Irish Pensioners Project by meeting the needs of the older and disadvantaged Irish community living in Lewisham Lambeth and Southwark. The postholder will be required to respond to one off enquiry and to manage ongoing casework to maximise clients' income through claims for welfare benefits, addressing housing issues and homelessness.

The postholder will be based onsite at the Lewisham Irish Community Centre and Southwark Irish Pensioners Project and carryout home visits as required.

This post is supported by the Irish Government Emigrant Support Programme and the National Lottery Reaching Communities fund.

### **Specific Duties and Responsibilities**

To provide advice to clients on a range of welfare-related issues including welfare benefits, housing, access to healthcare and supported accommodation, returning to/moving from Ireland, Irish state pensions, Irish passport and birth certificate applications.

- To offer advice via a range of methods, including face-to-face, onsite and/or via home visits and outreach at third party locations.
- To act on client's behalf by representing their interests to third parties by letter, telephone, email, or in person.
- To prepare documentation in support of mandatory reconsiderations and tribunals
- To enable and empower clients to act for themselves as appropriate
- To record and report on work carried out, via use of case-recording software and paper files, as required.
- To comply with the requirements of the Advice Quality Standard and GDPR in relation to case and file management
- To identify own training needs in response to changes in external policies and practices

### **General Responsibilities**

- To attend relevant training and events as required
- To attend staff meetings, service development and promotional activities, including some organisation-related events
- To be aware of and adhere to organisational policies and procedures particularly those relating to equal opportunities, client confidentiality and health and safety
- To adhere to safeguarding policies and practices
- To carry out all administrative tasks associated with duties
- To undertake other related tasks as and when required

### **To Apply**

To apply please submit your CV detailing your education and work experience and a cover letter detailing how you meet the job specification requirements. The cover letter should be no more than 2 pages

Email to - [Manager@lewishamirish.org.uk](mailto:Manager@lewishamirish.org.uk)

**Application Deadline – Sunday 23<sup>rd</sup> February 2025 at 11.59pm**

## Person Specification

		Essential	Desirable	Measured by
<b>Education</b>	- No specific qualifications but evidence of ongoing professional development	✓		Application
<b>Experience</b>	- Experience of advice work, particularly welfare benefits	✓		Application/Interview
	- Experience of casework - either paid/unpaid	✓		Application/Interview
	- Experience of negotiating/liaison with statutory/voluntary agencies	✓		Application/Interview
<b>Skills</b>	- Ability to interview and assess the needs of clients in a culturally sensitive manner	✓		Application
	- Ability to keep up to date with welfare and housing legislation	✓		Application/Interview
	- Excellent communication skills	✓		Application/Interview
	- Ability to record and maintain client information, write reports & produce statistics	✓		Application/Interview
<b>Knowledge</b>	- Knowledge/interest of the needs of older Irish people	✓		Application/Interview
	- Knowledge of welfare and housing legislation	✓		Application/Interview
	- Knowledge of statutory/voluntary sector resources available to people with complex needs	✓		Application/Interview
	- Working knowledge of safeguarding and equal opportunities	✓		Application/Interview
	- Knowledge of/willingness to learn about assured quality systems		✓	Application
<b>Personal Qualities</b>	- A flexible and creative approach to work to meet client need	✓		Application/Interview
	- Ability to work on own initiative and as part of a team	✓		Application/Interview
<b>Other</b>	- Willingness to undertake occasional evening and weekend work	✓		Application

### Got Questions?

For an informal chat, please call Kathleen Sheridan CEO on 07956509033 or email Kathleen on [Manager@lewishamirish.org.uk](mailto:Manager@lewishamirish.org.uk) to arrange.